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Nortel Networks and Stratus Technologies Launch Fault-Tolerant Call Center Solution

Highly-Available, Windows-Compatible Symposium Call Center Server

NASHVILLE, TENN. and MAYNARD, MASS. – Nortel Networks*
[NYSE/TSE: NT] and Stratus Technologies announced global availability of
the Nortel Networks Symposium Call Center Server Release 4.2 on Stratus
Technologies' ftServer portfolio. Designed to provide constant uptime and
industry-leading features for customer contact centers, this solution can
dramatically increase resilient deployment options for enterprise customers.
In addition, the combined solution provides flexibility and ease-of-
management features that can create operational simplicity, provide
investment protection, and drive reduced operating costs.

Stratus ftServer systems provide a fault-tolerant, high-availability platform
that is Windows 2000-compatible. The Nortel Networks Symposium Call
Center Server offers a complete multi-media communication solution for
dynamic customer contact centers, providing skill-based routing,
comprehensive management and reporting, and real-time displays for
supervisors. Because it also supports Internet Protocol (IP) traffic, the Call
Center Server is well suited for and widely deployed in converged
networks.

"It's painfully obvious to all – customer, agent, and management alike –
when there's a service interruption in contact center operations, which is
why Symposium Call Center Server 4.2 is an ideal application for cost-
effective, fault-tolerant Windows-based servers," said Carl Boisvert, senior
vice president of Worldwide Sales, Stratus Technologies. "Enterprise
telephony is a strategic market for Stratus Technologies because of the
critical nature of this customer-facing application."

"This combined solution increases resiliency options for our enterprise
customers and protects their infrastructure investment. Certifying
Symposium 4.2 software running on the Stratus ftServer platform gives our
customers hardware and operating system reliability designed to ensure
uninterrupted availability of their critical business applications," said Shane
O'Neill, global product manager, Enterprise Applications, Nortel Networks.
"This high-availability platform positions our customers to implement
extremely flexible and responsive contact centers solutions."

Contact Center customers are now able to upgrade from earlier versions of
Symposium Call Center Server or Meridian* MAX to take advantage of the
new functionality and enhanced resilience provided by Windows 2000-
based Symposium Call Center Server 4.2. Capable of supporting up to
1,500 agents and 35,000 calls per hour, Symposium Call Center Server 4.2

is a robust contact center solution with rich scripting, voice/data integration, multimedia blending, advanced skill-based routing, detailed reporting, and IP-ready functionality, among other features. No application changes are necessary to take advantage of the fault-tolerant capabilities and benefits of continuously available Stratus servers.

Nortel Networks Symposium Call Center Server enables companies to leverage call center investments by taking advantage of efficiencies created through IP-based networking. Customers can use the Symposium Call Center Server with an IP enabled Meridian 1* or a Succession* CSE 1000 IP switch to leverage the power and performance of Internet Telephony. Regardless of their business environments – single site or geographically dispersed – enterprises can use Internet Telephony to simplify management and administration and to extend customer interaction-center capabilities to agents anywhere, including those in branch offices or working from home. This flexibility results in lower operating costs and increased employee retention, both of which can improve profits. Symposium Call Center Server supports Meridian 1, DMS* Centrex, or SL-100 environments.

With quality of customer service, agent productivity, and cost control as top priorities for contact center managers, 'dial tone' availability and reliability of this business-critical operation are essential. Stratus ftServer systems provide outstanding levels of uptime and operational simplicity. Stratus ftServer systems also address the primary causes of system downtime and data loss – single points of failure, hardware failover and recovery time, faulty device drivers, human error, component and software revision incompatibilities – to keep contact-center operations online. The inherent reliability of the hardware fault-tolerant design, coupled with unique software-availability features and integrated service technology provides Nortel Networks customers with a cost-effective approach for eliminating system vulnerabilities and ensuring business continuity.

Originally founded in 1980, Stratus Technologies delivers continuously available platforms with unmatched operational simplicity, providing a compelling financial advantage to customers. Stratus also licenses technology for continuous computing on Intel processor-based platforms to other global manufacturers. Stratus has been named by FORTUNE magazine as one of the 2002 "FORTUNE® 100 Best Companies to Work For." Stratus is a U.S. Microsoft Gold Certified Partner. For more information, visit www.stratus.com.**

Nortel Networks is an industry leader and innovator focused on transforming how the world communicates and exchanges information. The Company is supplying its service provider and enterprise customers with communications technology and infrastructure to enable value-added IP data, voice and multimedia services spanning Wireless Networks, Wireline Networks, Enterprise Networks, and Optical Networks. As a global company, Nortel Networks does business in more than 150 countries. More information about Nortel Networks can be found on the Web at www.nortelnetworks.com.

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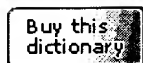
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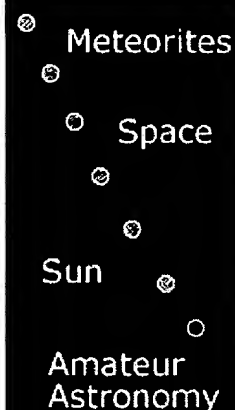Or you could try searching for 'couplable' on the **World Wide Web**:

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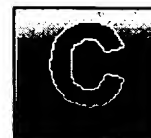
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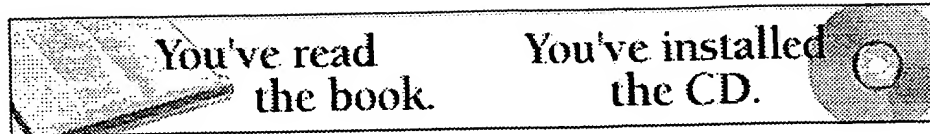
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